SUSTAINABLE TRANSPORT AND EFFICIENT MOBILITY SOCIETY (STEMS)
Pine Mount Ridge, Behind Pine Mount School.
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8/5/2023

Ref: STEMS /CEO/ 2023-24/113. **Date: 5th May, 2023**

From:

Smt. Isawanda Laloo, IAS
Chief Executive Officer (CEO),
Sustainable Transport and Efficient Mobility Society (STEMS)

To:

The Principal,

1. Loreto Convent School
2. St. Edmunds School
3. St Margaret's Higher Secondary School
4. St Mary's School
5. Shillong Public School
6. St. Anthony's Hr Sec. School
7. Pine Mount School
8. Kamala Nehru Secondary School
9. Brookside Adventist Hr.Sec. School
10. Laitumkhrah Presbyterian Hr. Sec. School
11. Divine Savior Higher Secondary School
12. Mayfair Secondary School
13. All Saint diocesan Hr. Sec. School
14. Grace Academy School
15. Kiddies Corner Secondary School

Subject: User manual for STEMS school bus registration

Sir/Madam,

With reference to the subject cited above. I am to inform you that the application for registration of STEMS school bus is live and available in **Google Play Store** under the name "**STEMS MEGHALAYA".**

In this regard, STEMS would like to request you to kindly inform the parents of your school students to download the application from google play store to enable them to start the registration process. Soft copy of the user manual has already been shared with the respective schools through whatsapp and e-mail for your doing the needful or you and also use this link https://stems-meghalaya.nic.in/img/downloads/ManualforParents.pdf

We request you to kindly share the same with all the parents and help in creating awareness for this initiative which has been highlighted during the previous consultative meeting with your schools and the parents.

This is for your kind information and doing the needful

Thanking You,

Yours faithfully,

Smt. Isawanda Laloo, IAS
Chief Executive Officer (CEO),
Sustainable Transport and Efficient Mobility Society (STEMS)

‘Shared Commute Bus’:

User guide for Parents

Sustainable Transport and Efficient Mobility Society

(STEMS)

Government of Meghalaya

Version 1.0 **April 2023**

SUSTAINABLE TRANSPORT AND EFFICIENT MOBILITY SOCIETY

STEMS

Ride with a Smile

Document Version history

Version No.	Date	Creator	Approver	Remarks
V 1.0	28th April 2023	PMU Team	CEO, STEMS	Draft document

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1. Introduction

1.1 Background

The Government of Meghalaya has envisioned "Vision 2030" for transport, which aims to offer a well-connected, efficient, climate-resilient, and safe transport network to citizens, businesses, and industries to help Meghalaya implement its growth strategies. As an initial step to realize this vision, the government has launched "Shared Mobility Project", which will provide transportation services to students, government employees, and tourists in and around the Shillong area.

The twin objectives of this initiative are to:

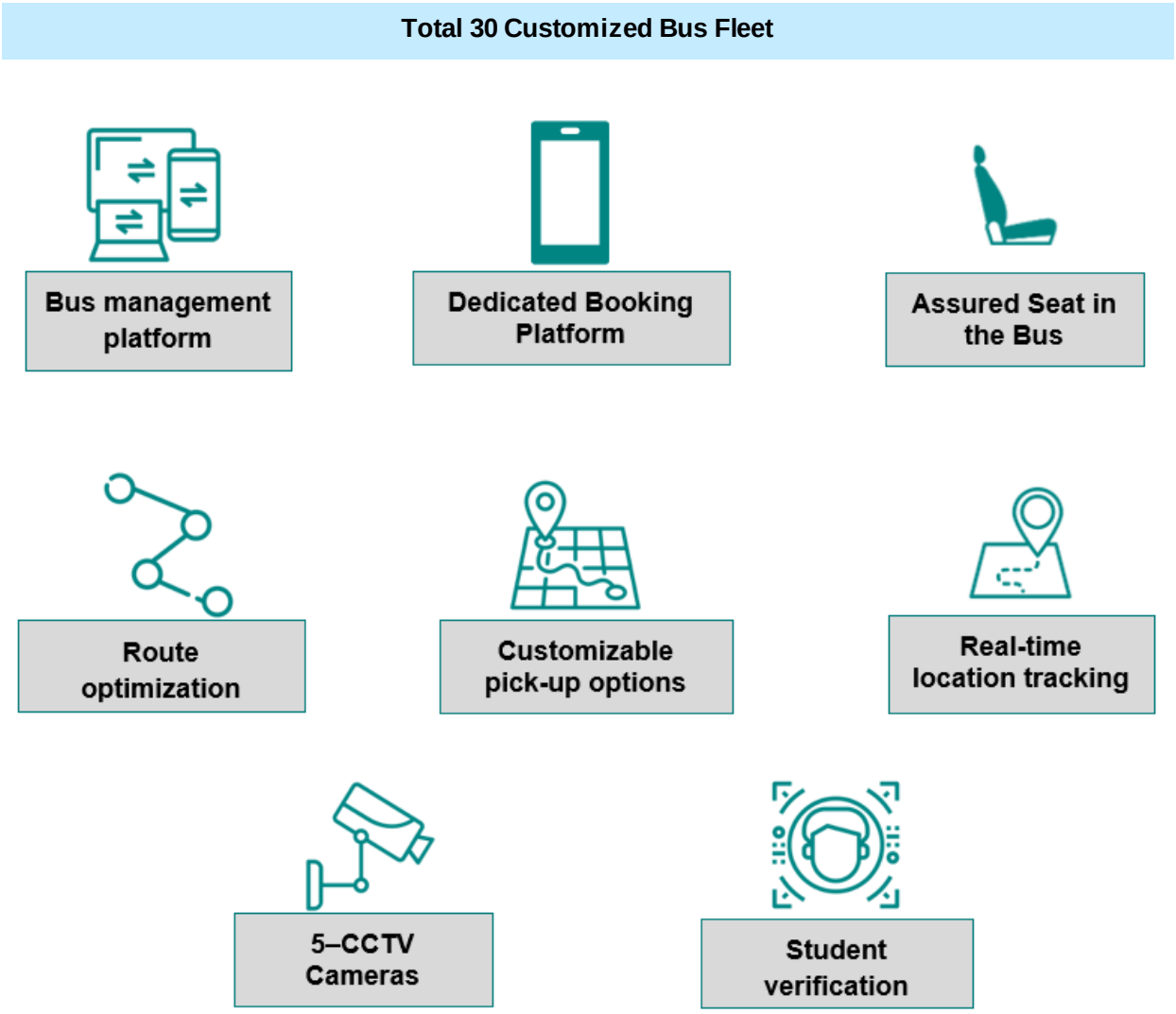
- provide efficient, reliable, safe, and citizen-friendly commute services and
- decongest the city roads by offering efficient services, thereby decreasing the load of private vehicles on the city roads.

To implement this project, it was important to create an institutional mechanism that can quickly adapt to changing trends and technologies to ensure that their solutions are up-to-date and relevant. In this regard, 'Sustainable Transport and Efficient Mobility Society' (STEMS) was incorporated by the Government of Meghalaya.

In the pilot phase, the bus services shall be provided to the students commuting in the Laitumkhrah and Dhankheti as during the survey, it was found out that approximately, 27000 students are commuting every day in these areas. As safety is of paramount importance, STEMS has procured 30 new, GPS-enabled buses and has also onboarded well-trained drivers and child-friendly staff called caretakers for the services.

1.2 Features of the Shared Commute Buses

STEMS has created a mobile application for booking seats and tracking the live bus location, ensuring a stress-free experience for the users. The following are the major features of the system, taking into account the safety of the students:

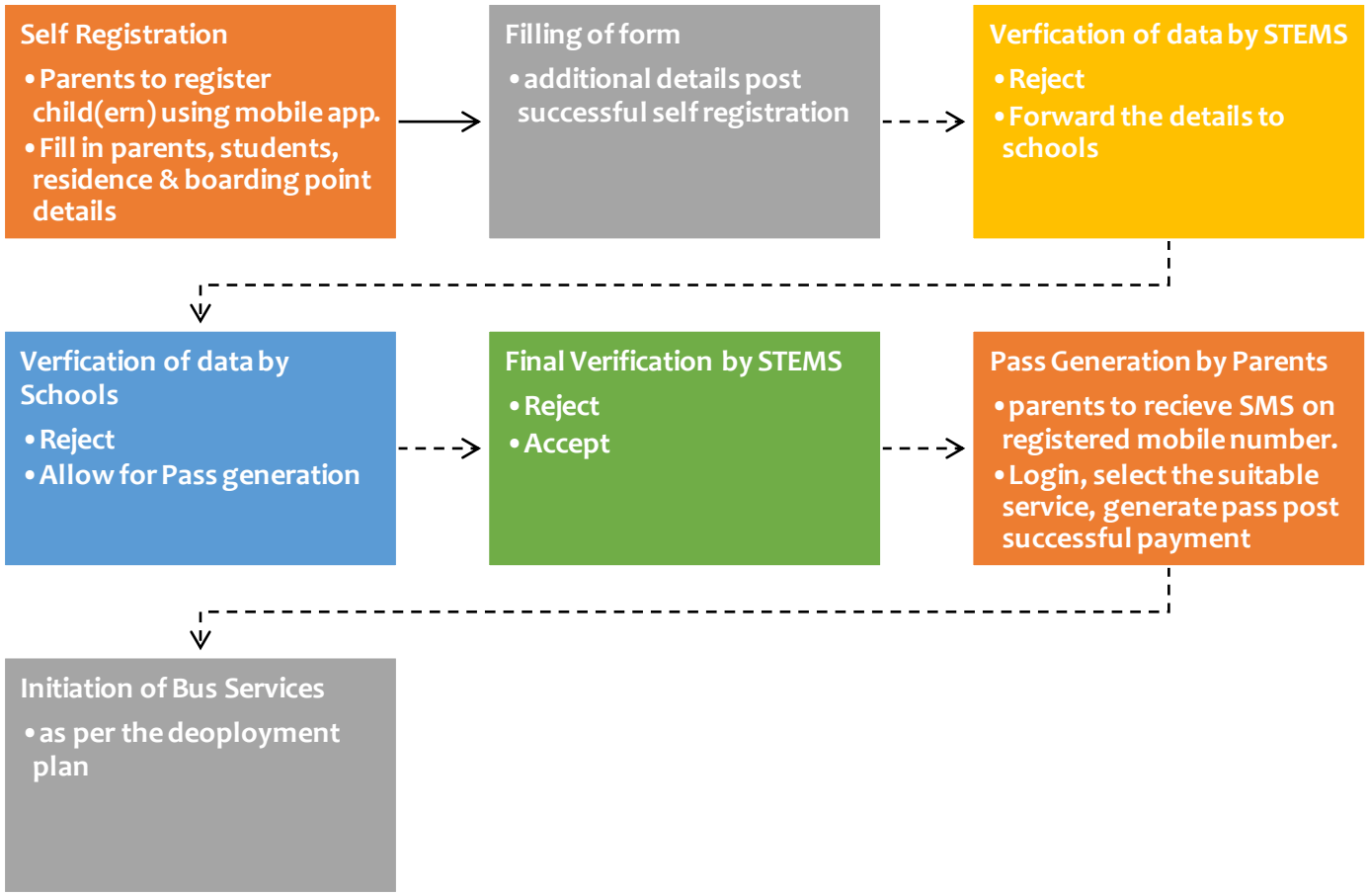


The system has been designed in a way that each user who avails the service will have to book a seat in suitable route and schedule.

1.3 Objective of this document

The process for availing the Shared Commute Service compiled in this document shall guide parents to enroll their child(ern) and become an integral part of this initiative, as well as highlights the responsibilities of parents in this regard to make this initiative a success with the combined efforts towards the above stated objectives.

2. Overall Process Flow



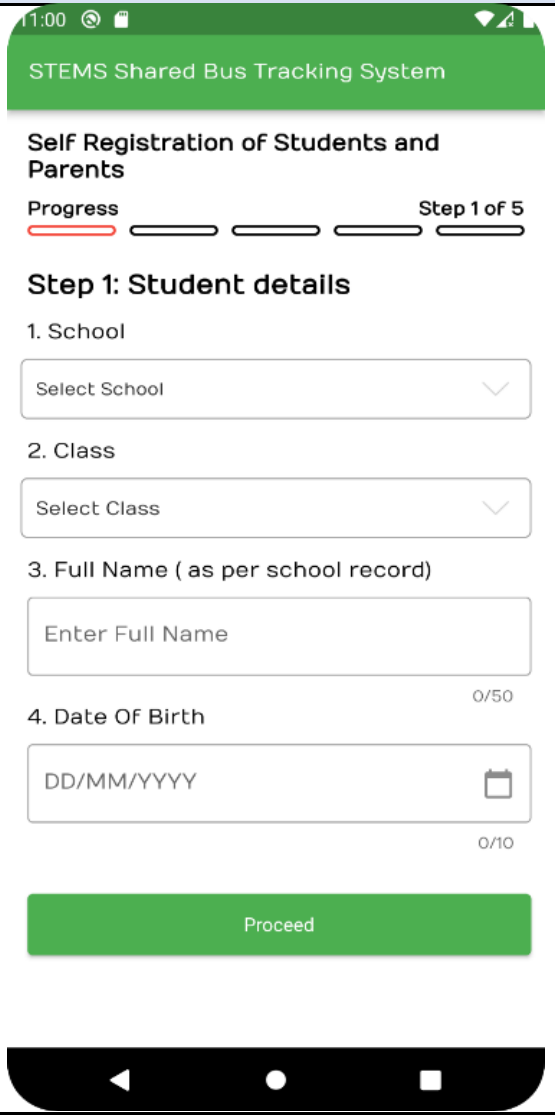
3. Step-by-Step Procedure to enroll for the Bus Services

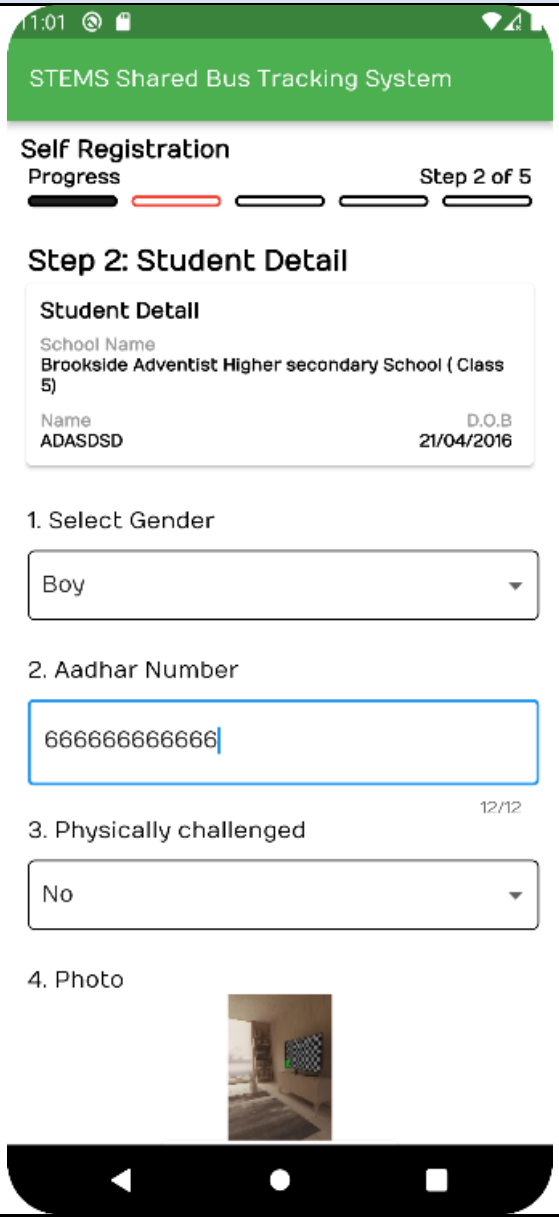
3.1 Registration Process

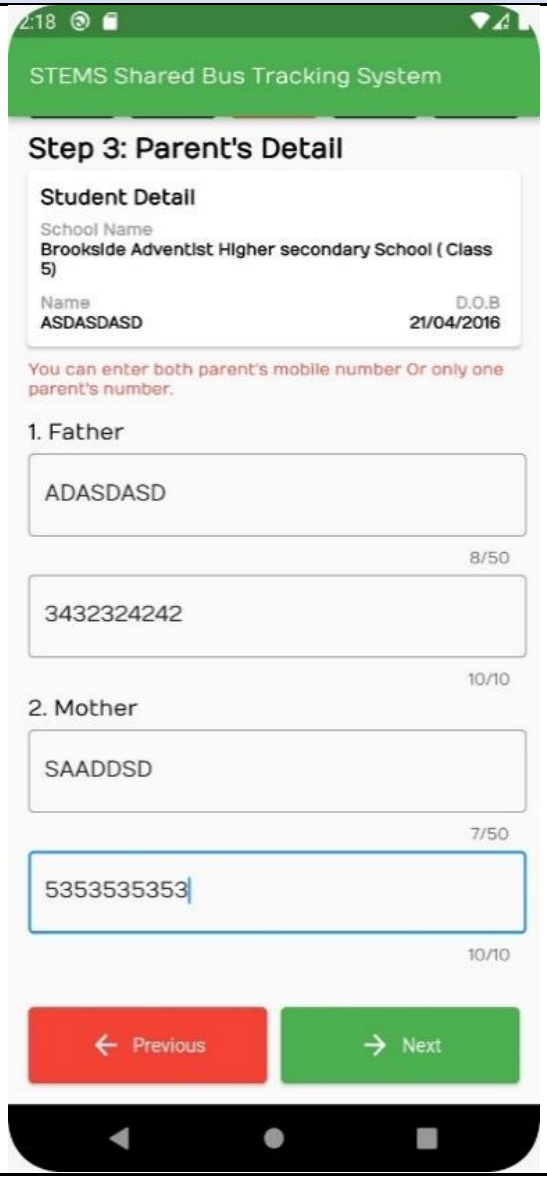
Registration Process is divided into below three major steps:

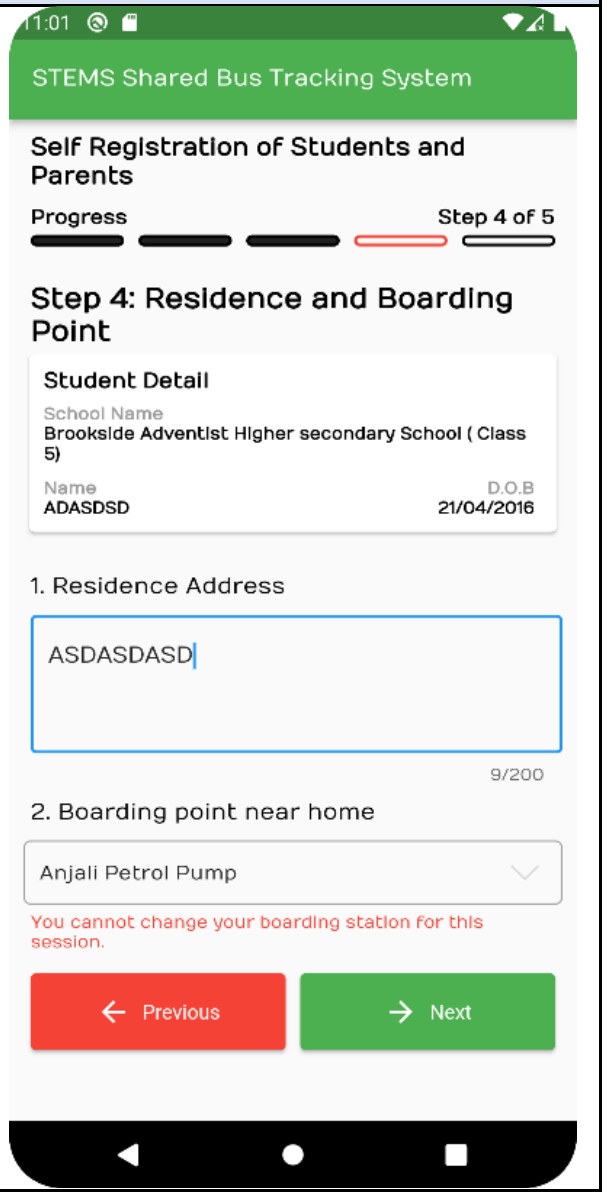
Steps	Activity	Detailed Procedure
A	Download & Installation of mobile application	• Download the mobile application 'STEMS Meghalaya' from playstore and IOS store • Install the application • Tap on the "Self-Registration" button
B	Self Registration	Refer **Table 1**
C	Filling of Form	Refer **Table 2**

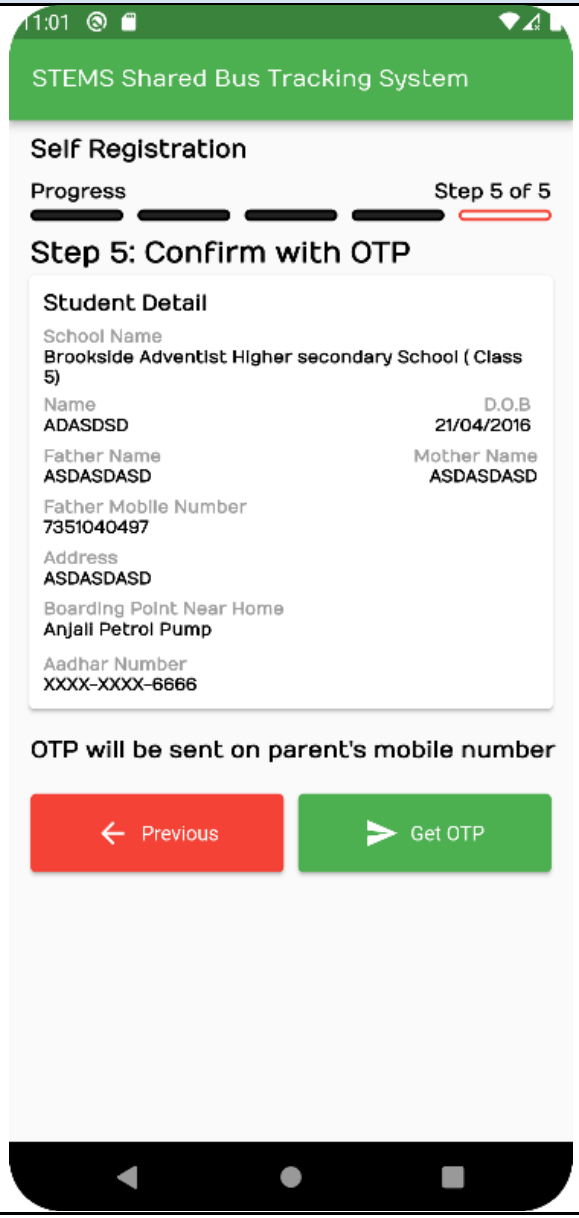
Table 1- Self Registration Step-By-Step Procedure

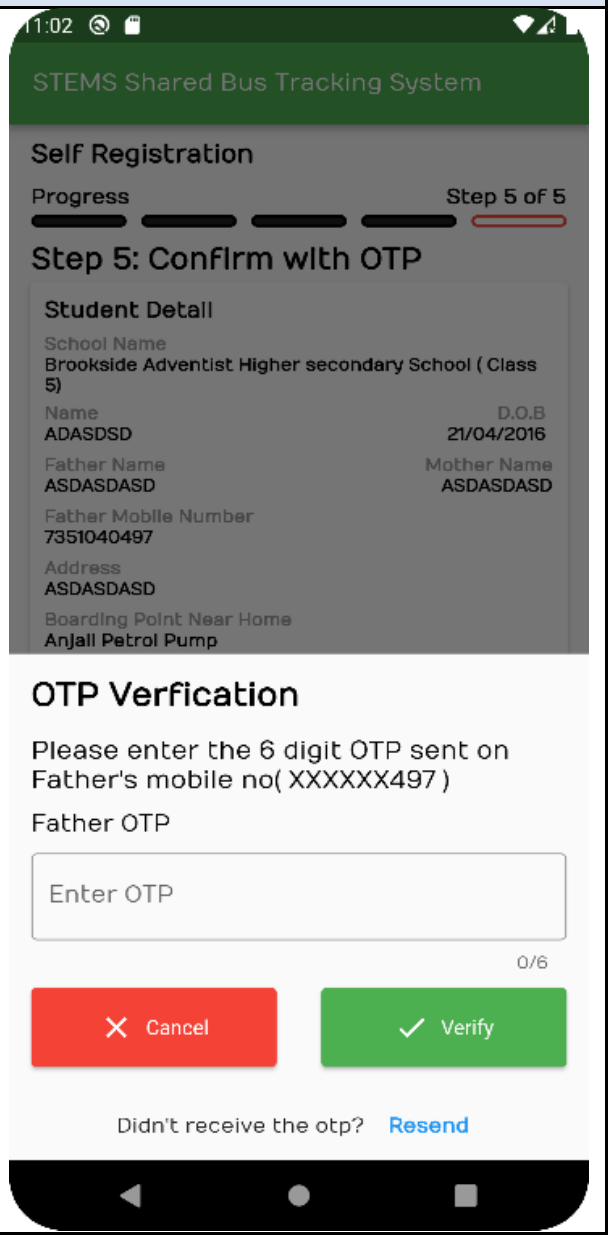
Main Head	Process	Screen Shot
Student Details	**Step 1** • Select the School & class from the given list. • Enter Name (as per school records) • Enter date of birth • Tap on proceed	

Main Head	Process	Screen Shot
	Step 2 • Select gender • Enter valid an Aadhaar number • Physical status • Select an image of student from the phone gallery. • Tap on proceed	

Main Head	Process	Screen Shot
Parent's Details	• Enter parent's details (Name & a valid mobile number of either one or both) • Proceed next with "Next" button	

Main Head	Process	Screen Shot
Residence & Boarding Details	• Enter Residential address • Select boarding point near to your residence. • Proceed next with "Next" button	

Main Head	Process	Screen Shot
Confirmation	• Check all details before confirmation. • Tap on the **"Get OTP'** button, OTP will be sent to parent's mobile number.	

Main Head	Process	Screen Shot
	• Enter the received OTP. • Tap on the **"Verify"** button	

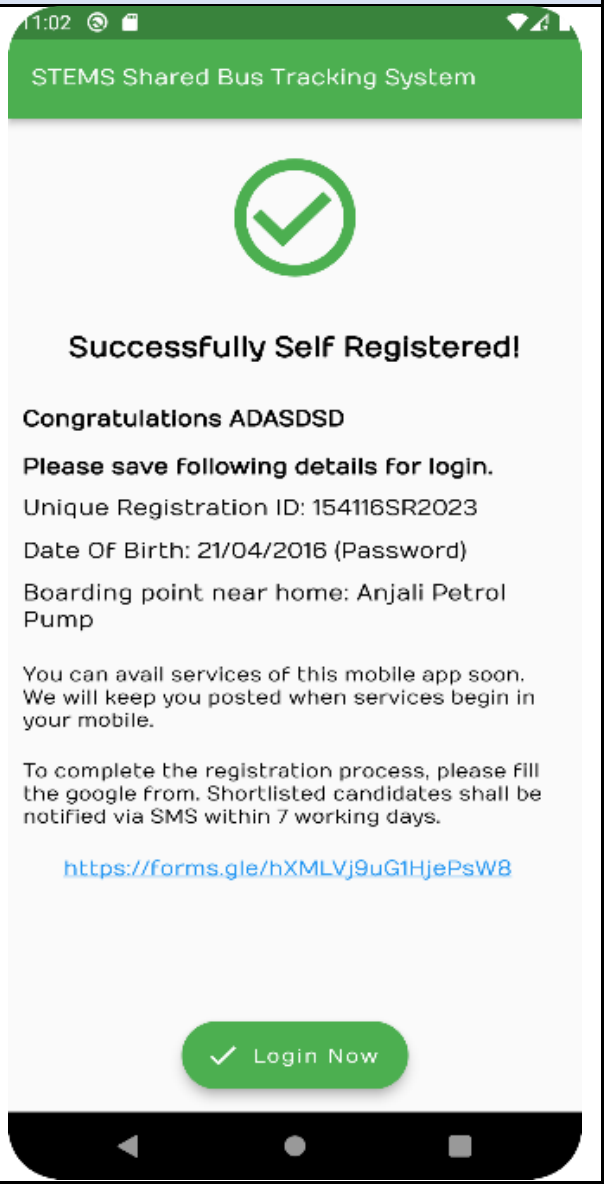
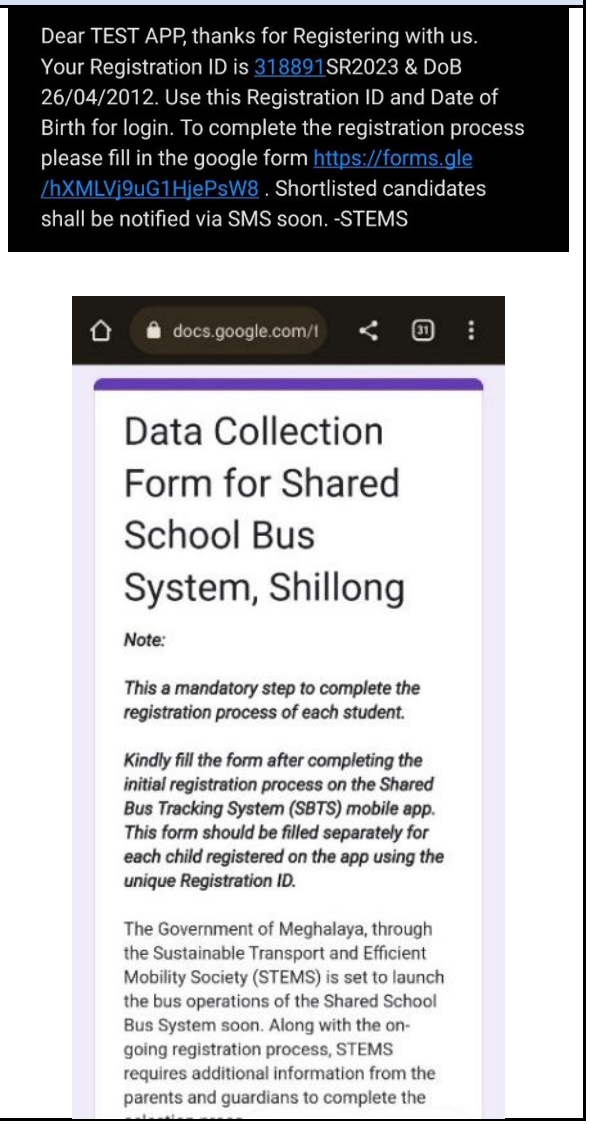
Main Head	Process	Screen Shot
Successful Self Registration	• After verification, Registration has been done successful, Registration SMS will be sent to the registered mobile number	

Table 2- Filling of Form detailed Process

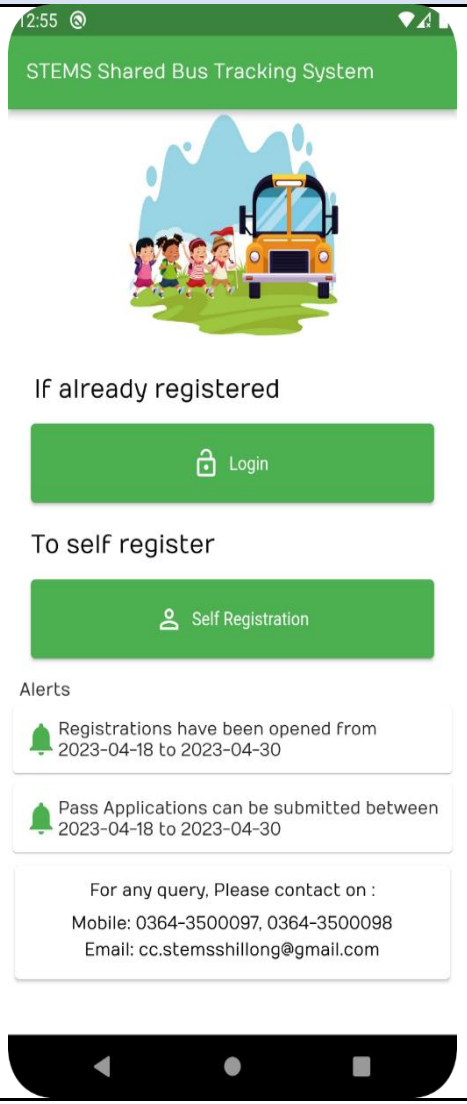
Main Head	Process	Screen Shot
Mandatory step for completing registartion process	• Post successful self-registration, parents shall receive an SMS. • A link shall be shared along the SMS as well on the registration successful screen of the mobile application for filling the form • Parents to click on the link and fill in the remaining required details using the Unique Registration ID • Click on submit	

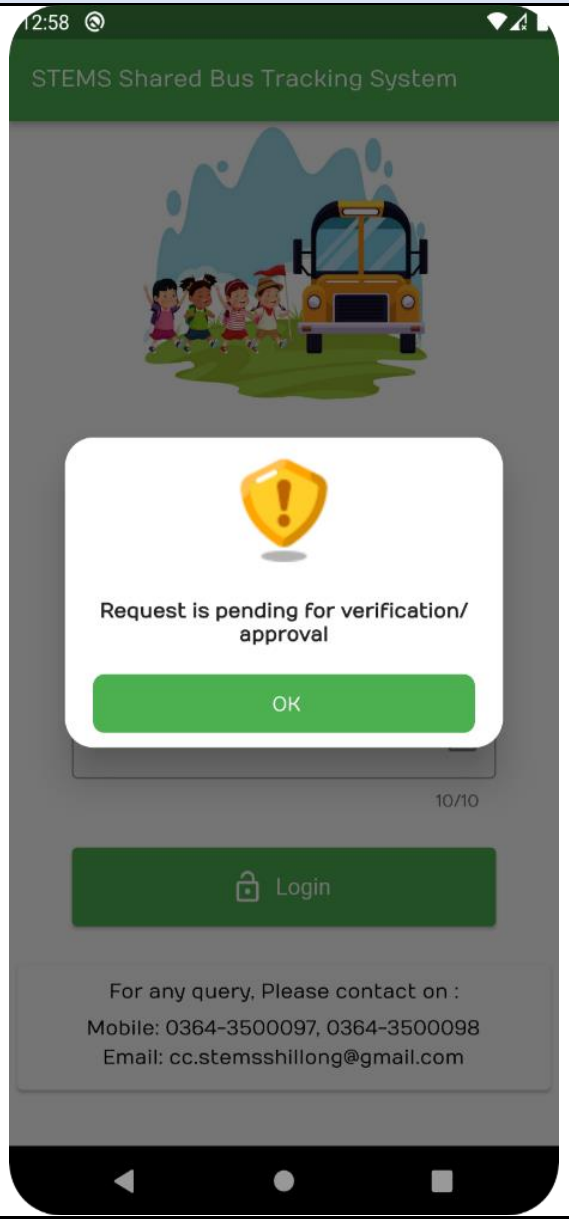
3.2 Pass Generation & Payment Confirmation

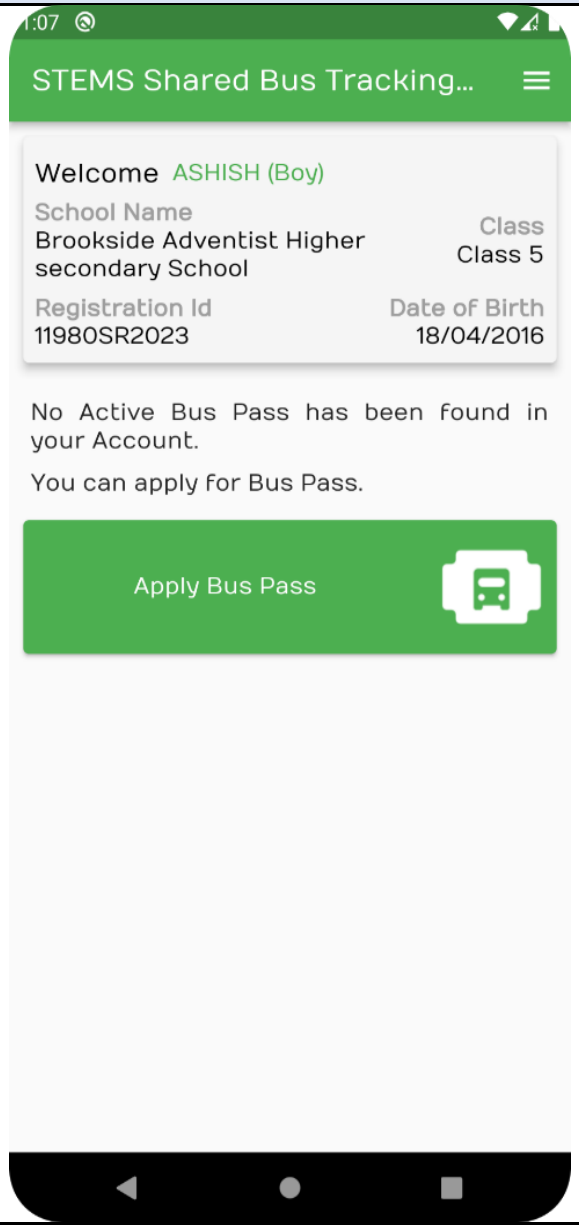
Pass generation Process is divided into below major steps:

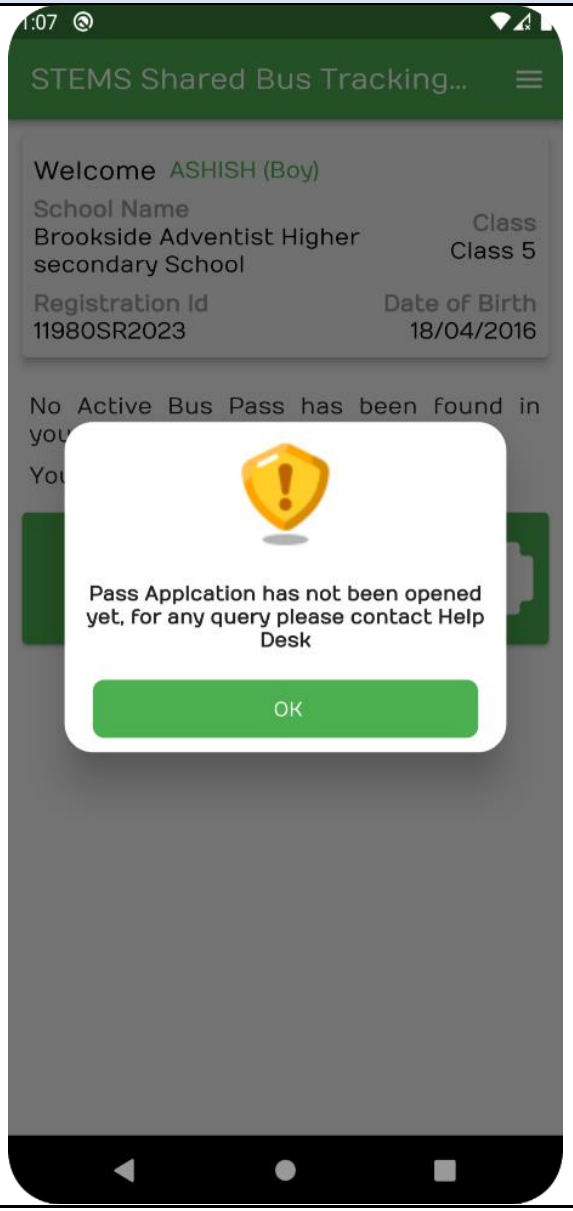
Steps	Activity	Detailed Procedure
A	Student login post successful registration	Refer **Table 3**
B	Selection of Bus Services, Terms & Conditions	Refer **Table 4**
C	Payment & Seat Booking	Refer **Table 5**

Table 3- Scenarios of Student Login Post Successful Registration

Main Head	Process	Screen Shot
When a student cannot login	• Student can login to the app using their Student Registration Number & Date of Birth.	

Main Head	Process	Screen Shot
	• This alert message will come when student verification is pending at school and yet not approved by the STEMS to buy/get a bus pass	

Main Head	Process	Screen Shot
When a student can login	• Once Student application gets approved by STEMS, Apply Bus Pass link will be enabled on the student dashboard.	

Main Head	Process	Screen Shot
When a student can login but cannot apply for the bus pass	• This alert message will come when apply BUS PASS date yet not opened by STEMS.	

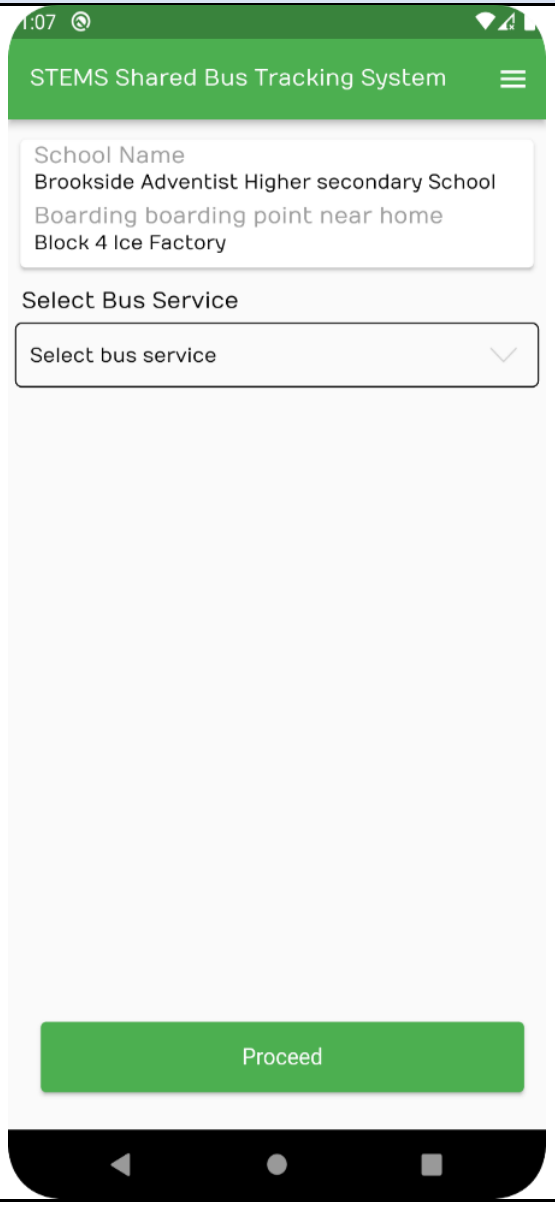
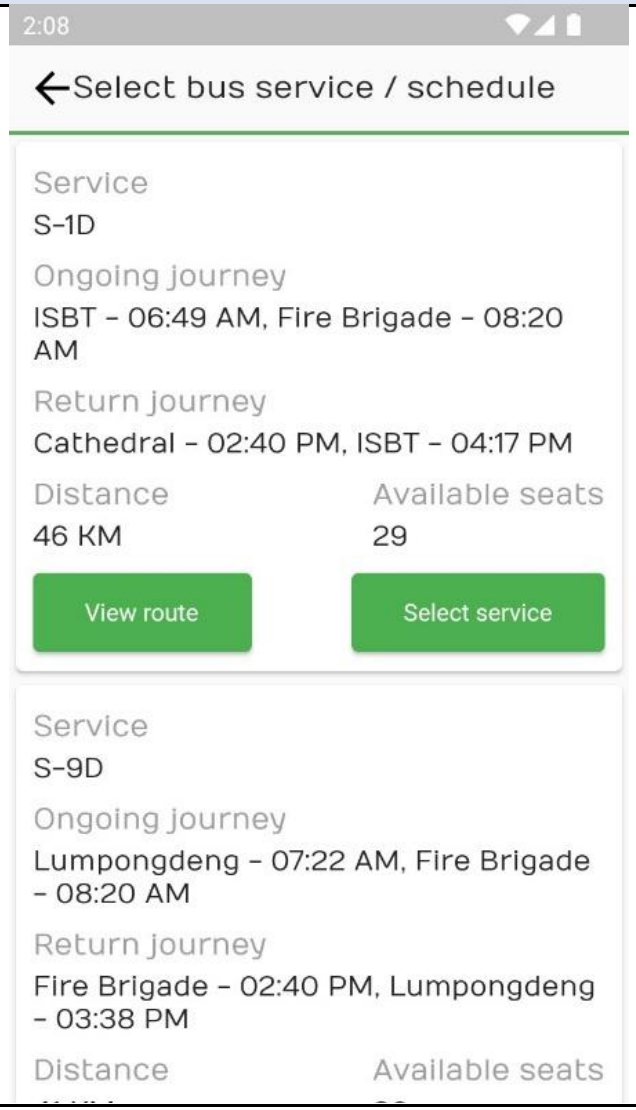
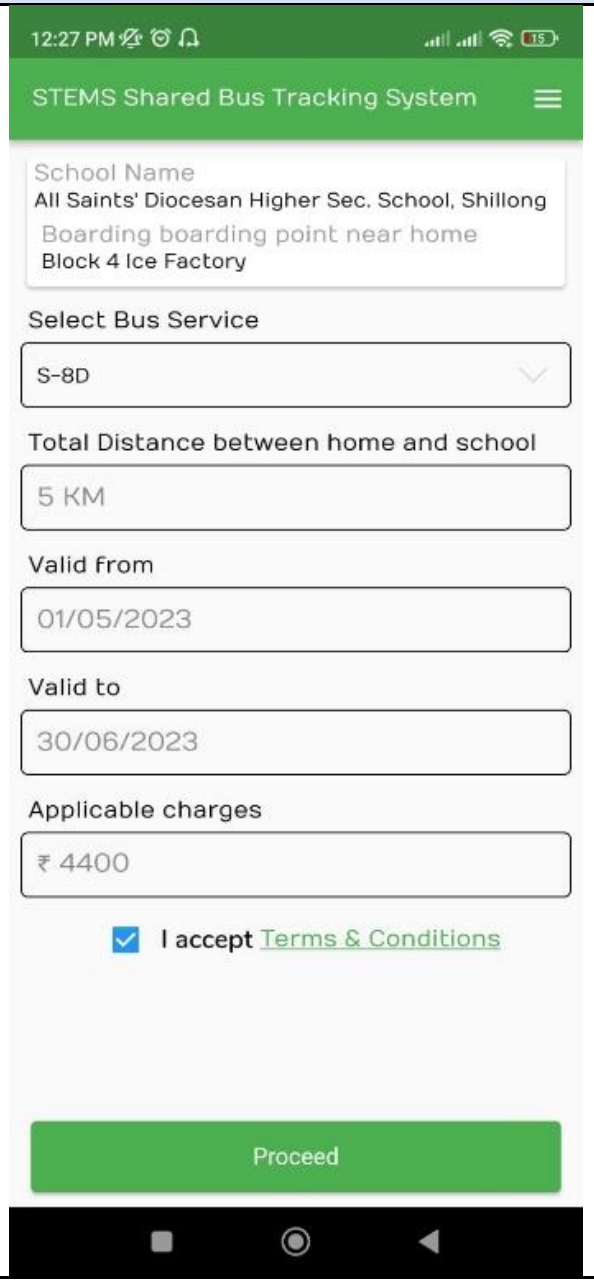
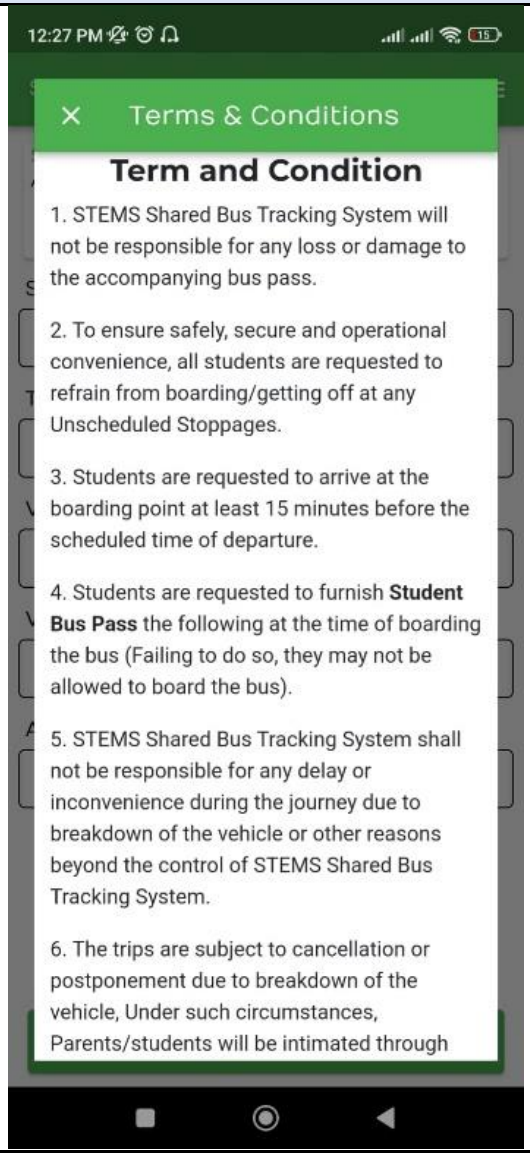
Main Head	Process	Screen Shot
When a student can login and can apply for the bus pass	• Open dates are open, permitted Students can apply for bus pass. • Select a Bus Service from the list which is bets suitable for student. • Click on Proceed	

Table 4- Selection of Bus Services, Terms & Conditions

Main Head	Process	Screen Shot
Selection of Bus Service/Schedule	• A list of bus services, applicable to your needs, shall be displayed.	

Main Head	Process	Screen Shot
View Route and proceed	• Click on 'View Route', to check the stops in between. • Parents to select the service based upon the suitability.	

Main Head	Process	Screen Shot
	• After selecting the service, student get auto filled columns for pass validity period, applicable charges, and total travel distance between boarding point to his/her school.	

Main Head	Process	Screen Shot
Terms & Conditions	• Check terms & condition before proceeding. • To submit the request, tap on the proceed button.	

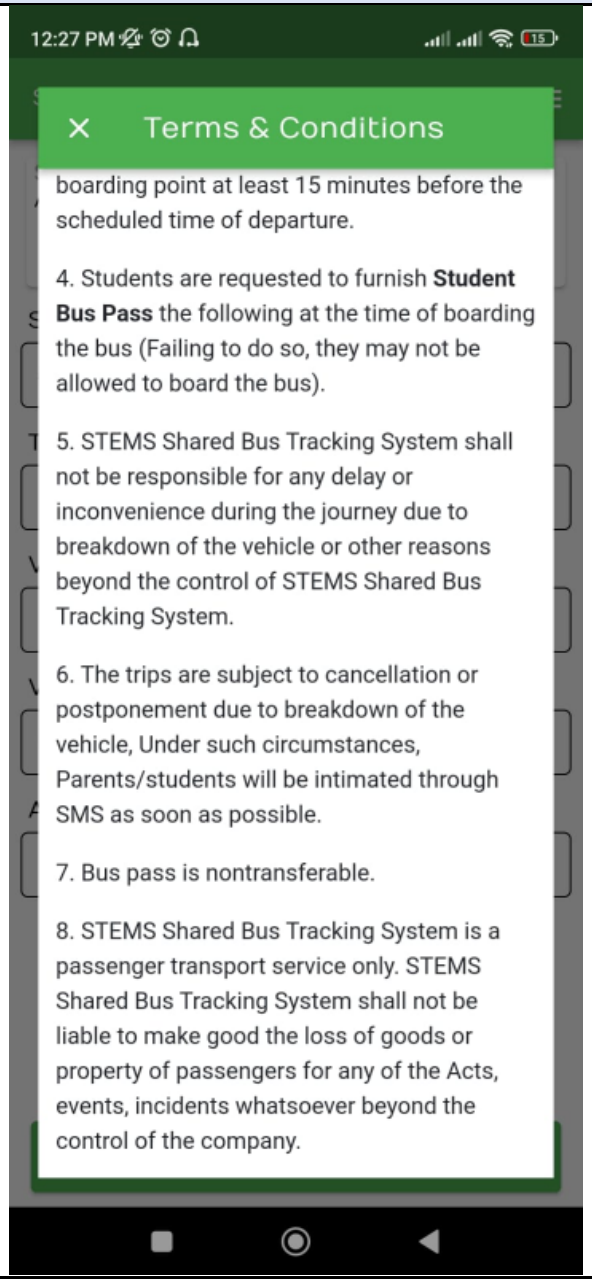
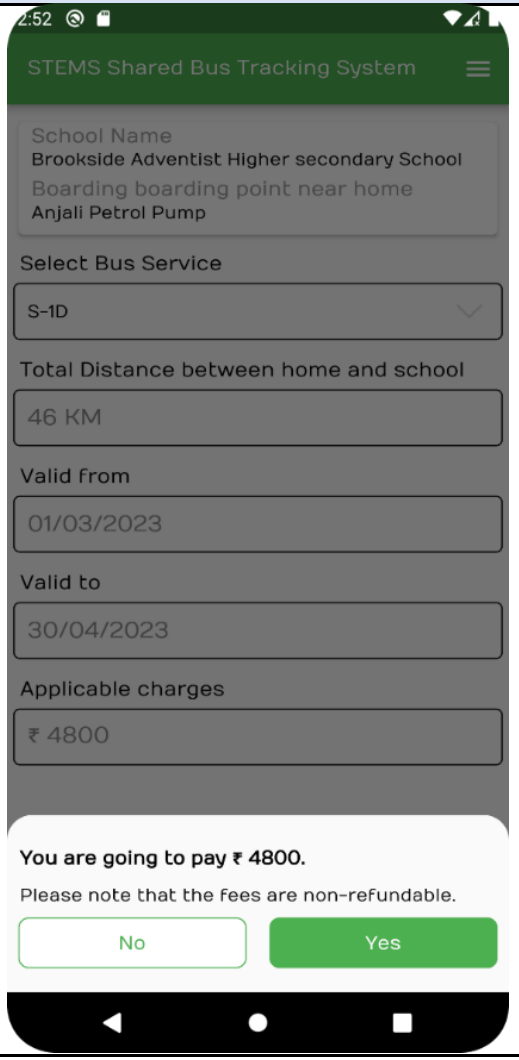
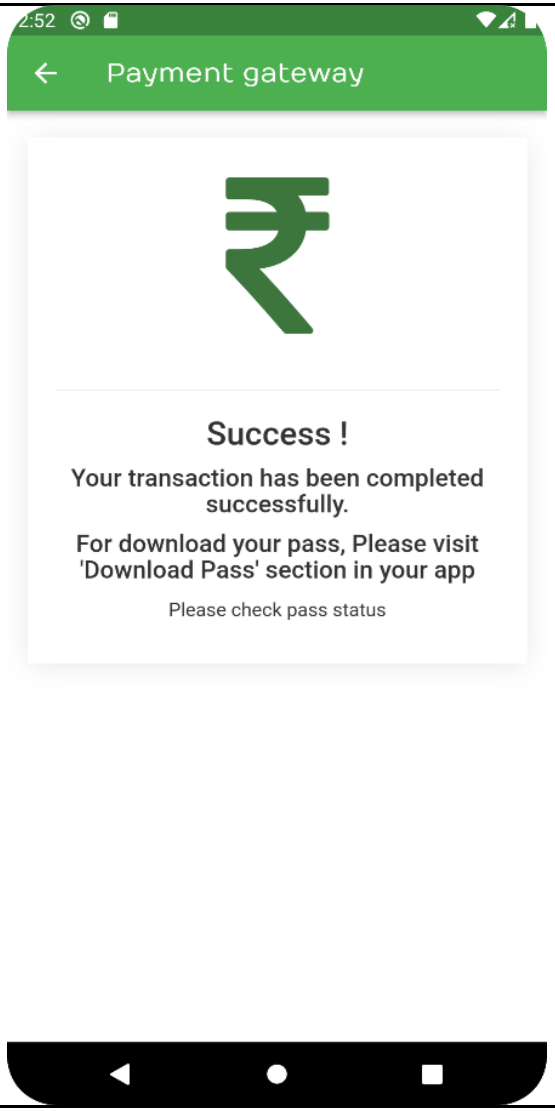
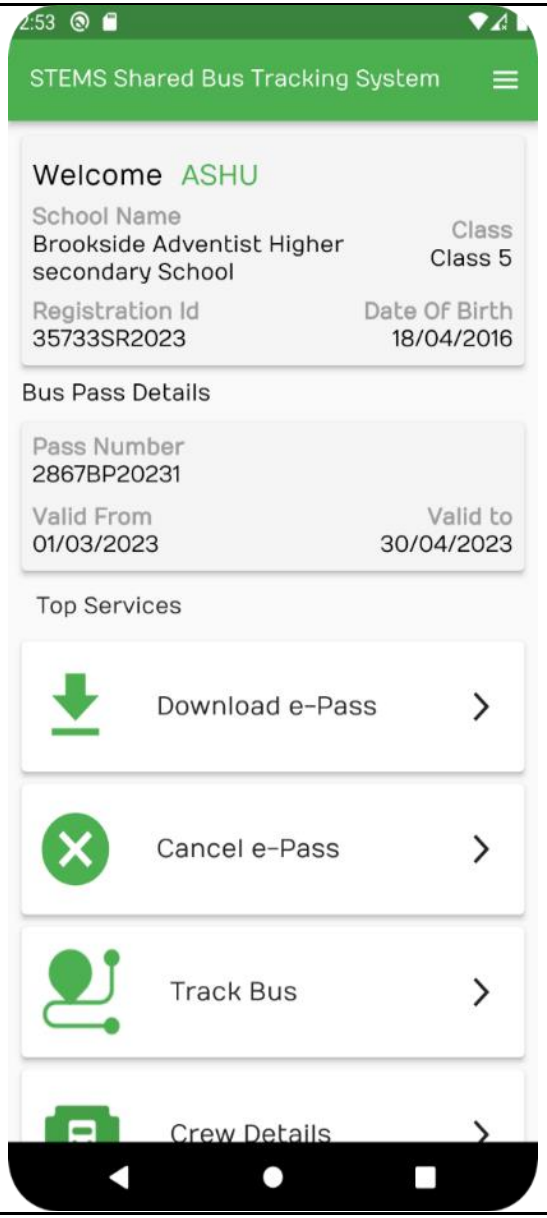
Main Head	Process	Screen Shot
		

Table 5- Payment & Seat Booking

Main Head	Process	Screen Shot
Payment & Seat Booking	• You will be redirected to the Payment Gateway page for payment	

	• Parents, may pay using the available options such as UPI, card payment and Net Banking	

	• Post the successful payment, the user shall be able to download the e-bus pass from the mobile application	

Seat Confirmation	• Tab on the “Download e-Pass” from given link on dashboard • If student want to cancel the Bus Pass, tab on the Cancel Pass button. • Give reason for can cancellation and submit. Pass will be cancelled for the current session. • After cancel the pass student will not be able to apply bus pass for the current session • Student/Parents can view the crew details of the bus service from which student is commuting.	

4. Responsibilities of the Parents

1. The parents must ensure the timely drop-off and pick-up of the children from the specified and selected embarkation and disembarkation points. If the parents are unavailable due to unforeseen events, they may send a guardian for the same.
2. Please Note
    - It is mandatory for the guardian to have a printout of the bus pass that will be generated post-payment confirmation.
    - The bus shall not wait for more than 1 minute to avoid delaying other students' departure for school.

Bus #1	Bus #2	Bus #3	Bus #4	Bus #5	Bus #6
(Umpling - Nongthymmai areas) Edmund's, 7Set, PMS	(Entire Cantt/Mawbah) Don Bosco Square	(NEHU, Mawlai, Mawroh, Polo) Don Bosco Square	(New Shillong Township) Don Bosco Square	(Rynjah combine area) Edmund's, 7 SET & Pine Mount	(Greater Laban area) 7 SET, Don Bosco Square
UMPLING Football Ground **{Trip starts** - 6:50 AM} **{Trip ends** - 4:10 PM}	MAWBAH (Market Junction) **{Trip starts** - 7:10 AM} **{Trip ends** - 4:00 PM}	MAWLAI Mawkynroh (Umjarain) **{Trip starts** - 6:50 AM} **{Trip ends** - 4:30 PM}	MAWKASIANG Don Bosco Church **{Trip starts** - 6:50 AM} **{Trip ends** - 4:45 PM}	UMPLING (Hubert Memorial HSS) **{Trip starts** - 6:50 AM} **{Trip ends** - 4:30 PM}	LABAN Red Cross Point **{Trip starts** - 7:00 AM} **{Trip ends** - 4:00 PM}
Nongrah Presbyterian Church	Goenka Hospital Junction	Mawlai Umshing (Nehu Gate II)	Mawdiangdiang (NEIGRIHMS)	Umpling Dorbar Shnong	Shiv Mandir
Nongrah Mawshyieng	Jhalupara	Mawlai Jingkieng Umshing	Itshyrwat	Umpling Jyngkieng	Iewdak
Nongrah	Rilbong Point / Rhino Museum	Mawlai Kynton Massar *(Taxi Stand)*	Mawpat Wah Heh *(Near SBI ATM)*	RR Colony Area	Laban P.S
Lapalang	Military Hospital	Mawlai Kynton Massar *(Mot Jisu)*	Nongmensong Umkdait *(William Carey)*	Iew Rynjah *(Dutta Brothers)*	Lad St John
Lumbatngen *(Law - U - Sib)*	Anjalee Petrol Pump	Mawlai Mawapkhaw *(Indoor Stadium)*	Umkdait	Rynjah Police Station	Circuit House
Demthring	Rhino Point *(Garrison Ground)*	Mawlai Mawapkhaw *(Yuni Restaurant)*	Nongmensong *(Market)*	Pohkseh *(Childrens Hospital)*	Laban Last Stop
Nongkhyriem	Civil Hospital Junction	Mawlai Stand Bus	Nongmensong *(Lai Lad)*	Pohktieh *(IGNOU)*	SMB Water Tank/ Rilbong Point
Nongthymmai Bus Stop	IGP Point	Mawlai Pata	DAD Junction	Jylli Shop *(Rani Motors)*	Rhino Point
Jylli Shop	DC Office Junction	Mawlai Nongmali *(FCI Godown)*	Demseiniong	Jingkieng Nongthymmai	Civil Hospital
Jingkieng Nongthymmai	Governor's House	Mawlai Mawroh *(Shullai Sch)*	NEEPCO Main Gate	Fire Brigade Junction	Barik Point
Fire Brigade	St Anthony's College	Mawlai Mawroh *(Stephan M)*	B K Bajoria School Junction	Edmunds Main Gate	Malki Point
St. Edmund's Main Gate		Mawlai Mawroh *(Lad Sanker)*	Shillong Commerce/College	Risa Colony/RBI Junction	Dhankheti
Risa Colony *(RBI Junction)*		Golf Link *(Golf Club)*		Dhankheti	
Dhankheti		Polo Traffic Point *(Market)*		Malki Point	
Malki Point		Bivar Road *(NPP Office/State Convention)*		Barik Point	
Barik Point		St Anthony's College		Civil Hospital	
Civil Hospital		St Mary's/St Margaret's		Red Cross - Pine Mount Junction	
Red Cross - Pine Mount Junction					
Pine Mount back gate					
Pine Mount School (Middle Gate) **{Trip ends** - 8.20 AM} **{Trip starts** - 2:40 PM}	St Mary's Gate/DBS **{Trip ends** - 8.00 AM} **{Trip starts** - 3:10 PM}	Don Bosco Square **{Trip ends** - 8.10 AM} **{Trip starts** - 3:10 PM}	Don Bosco Square **{Trip ends** - 8.10 AM} **{Trip starts** - 3:10 PM}	Pine Mount School (Middle Gate) **{Trip ends** - 8.20 AM} **{Trip starts** - 2:40 PM}	Don Bosco Square **{Trip ends** - 8.10 AM} **{Trip starts** - 3:10 PM}
Day Parking - **PMS Middle Gate**	Day Parking - **St Mary's Gate**	Day Parking - **St Mary's Gate**	Day Parking - **PGT College**	Day Parking - **PMS Middle Gate**	Day Parking - **Cathedral**
Night Parking - **Lapalang AGRI**	Night Parking - **State Central**	Night Parking - **NEHU**	Night Parking - **MATI**	Night Parking - **Lapalang AGRI**	Night Parking - **State Central**
Total Distance = **6 Kms**	Total Distance = **4 Kms**	Total Distance = **9 Kms**	Total Distance = **12 Kms**	Total Distance = **6 Kms**	Total Distance = **6 Kms**

Website: https://stems-meghalaya.nic.in/
Helpline number: 0364-3500097, 0364-3500098, 94363 12223
Customer care email: cc.stemsshillong@gmail.com
Address: STEMS Office, Pine Mount Ridge, Behind RMS, Shillong-1

SUSTAINABLE TRANSPORT AND EFFICIENT MOBILITY SOCIETY

STEMS *Ride with a Smile*

Bus #7	Bus #8	Bus #9	Bus #10	Bus #11	Bus #12
(Mawpat combine area) Don Bosco Square	(Motphran, PB area) LC & St. Edmund's School	(Stand Bus via Garikhana) Pine Mount - 7 Set - Don Bosco	(Upp. Shillong - Umshyrpi areas) PMS, 7 Set & DBS	(Laitkor/Nongkrem area) Brookside, LPS - DBS	(ISBT, G S Road, Garikhana) 7Set & Don Bosco Square
MAWPAT Shaw Shaw {**Trip starts** - 6:50 AM} {**Trip ends** - 4:30 PM}	MOTPHRAN & adjoining areas {**Trip starts** - 6:50 AM} {**Trip ends** - 3:45 PM}	MAWLAI (Shillong Polytechnic) {**Trip starts** - 6:50 AM} {**Trip ends** - 4:30 PM}	7TH MILE areas {**Trip starts** - 6:50 AM} {**Trip ends** - 4:30 PM}	LAD SMIT (Shillong Jowai Road) {**Trip starts** - 6:50 AM} {**Trip ends** - 4:30 PM}	ISBT - Mawiong Rim {**Trip starts** - 6:50 AM} {**Trip ends** - 4:30 PM}
Iew Mawpat	Lad Umsohsun *(Hanumanbaux point)*	Mawlai Stand Bus	Lad Nongpyiur	Lad Nongkrem	Mawiong 1st ML Bttn
Langkyrding Point	Police Bazaar *(Jailroad & Oakland)*	Mawlai Lad Umjaiur	6th Mile	Kseh Bilat	Mawlai Umjapung
Shyiap Lailad	DC Office Junction	Mawlai Lad Motsyiar	5 1/2 Mile *(Lad Mawklot)*	Madan Laitkor	Mawlai MeCOFED
Lad Pynthorbah *(Tiara Restaurant)*	Governor's House	Mawlai Lad Syllaikariah	5th Mile	Laitkor Petrol Pump *(Umkdait)*	Mawlai Umjajew
Pynthor	I. G. P	Mawlai Nonglum	4 1/2 Mile	Madanryting Wahkdait	Mawlai Nongkwar *(Banalari Showroom)*
Lailad Nongmensong	Barik Point	Mawlai Nonglum *(Lad Skul)*	4th Mile *(Near Sunny Side)*	Mawblei Petrol Pump	Mawlai Lad Umthlong
Demseiniong, DAD Point	Malki Point	Mawlai Petrol Pump	3 1/2 Mile *(Near Bharat Petrol Pump)*	Mawblei Bus Stand *(JK Tyres)*	Mawlai Petrol Pump *(Bazaar India)*
B. K. Bajoria Junction	Loreto Convent Gate/ Dhankheti	Mawlai Iewrynghep	3rd Mile *(Sunset Cafe)*	Madanryting Lumjingsuk *(Lad Umdabor)*	Mawlai Iewrynghep
4th FURLONG	St Edmund's Small Gate	Jaiaw Langsning	3rd Mile *(Near SBI)*	Madanryting Lumjingsuk	Jingkieng Mawlai
SMB/CS Residence		Sunny Hill	Mahadev Khola	Madanryting Taxi Stand	Jaiaw Langsning *(Near RGI)*
Governor's House		Lumdiengjri P.S	101 Area	Madanryting *(Near PS)*	Jaiaw Langsning *(Rani Motor)*
St. Anthony's College		Garikhana Point	Lad Lummawbah	Sawlad	Sunny Hill
		Jhalupara Point	Jingkieng umshyrpi *(MES)*	Demthring	Lumdiengjri P.S
		Rilbong Point *(Military Hospital)*	Rilbong Point	Nongkhyriem	Garikhana Point
		Anjalee Petrol Pump	Anjalee Petrol Pump	Nongthymmai Bus Stop	Jhalupara Point
		Civil Hospital Junction	Civil Hospital Junction	Jylli Shop	Rilbong Point *(Military Hospital)*
		Barik Point	Barik Point	Jingkieng Nongthymmai	Anjalee Petrol Pump
		Malki Point	Malki Point	Fire Brigade *(Brookside Point)*	Civil Hospital Junction
		Dhankheti	Dhankheti	Laitumkhrah Pres. School	Barik Point
				Iew Laitumkhrah	Malki Point
				Laitumkhrah Police Point	Dhankheti
Don Bosco Square {**Trip ends** - 7.50 AM} {**Trip starts** - 3:10 PM}	St. Edmund's Main Gate {**Trip ends** - 7.50 AM} {**Trip starts** - 2:30 PM}	Don Bosco Square {**Trip ends** - 8.10 AM} {**Trip starts** - 3:10 PM}	Don Bosco Square {**Trip ends** - 8.10 AM} {**Trip starts** - 3:10 PM}	Don Bosco Square {**Trip ends** - 8.10 AM} {**Trip starts** - 3:10 PM}	Don Bosco Square {**Trip ends** - 8.10 AM} {**Trip starts** - 3:10 PM}
Day Parking - **Don Bosco Hall**	Day Parking - **St Mary's Gate**	Day Parking - **St Mary's Gate**	Day Parking - **UDP Office**	Day Parking - **Assam House**	Day Parking - **UDP Office**
Night Parking - **Mawpat BDO**	Night Parking - **SCC**	Night Parking -**Polytechnic**	Night Parking- **MAMETI**	Night Parking -**Woodland NI**	Night Parking - **ISBT**
Total Distance = **6 Kms**	Total Distance = **5 Kms**	Total Distance = **11 Kms**	Total Distance = **12 Kms**	Total Distance = **10 Kms**	Total Distance = **12 Kms**

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